

Message

From: ServiceDesk v11 Notification [NoReply@noreply.com]
Sent: 7/19/2011 2:33:33 PM
To: Hanchett, James (DPH) [/O=COMMONWEALTH OF MASSACHUSETTS/OU=MassMail-01/cn=Recipients/cn=James.Hanchett]
Subject: Incident 747970 Created

Incident 747970 Initial.

Assigned to: Lok, Peter

Customer: Hanchett, James L

Description: HSLI - REMOTE - Sonja Farak rebooted her shared computer as directed to install updates. Now she cannot access her email or other programs on the computer.

Computer # DPH-WS-Q236-1

Jim Hanchett

Amherst Drug Lab

Room N251 Morrill I

637 North Pleasant Street

Amherst, MA 01003

Phone 413-545-2607

Fax 413-545-2608

Cell [REDACTED]

Customers, click on the following URL to view Incident:

<https://servicedesk.ehs.state.ma.us/CAisd/pdmweb.exe?OP=SEARCH+FACTORY=cr+SKIPLIST=1+QBE.EQ.id=12950805+USERNAME=XX4019574>

If you have any further questions please contact the Customer Service Center at: 617-624-5877

Note: This is an auto-generated notification from the EOHHS Service Desk application. Please do not reply to this email.